



## OFFICE OF CHIEF INFORMATION OFFICER CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	OFFICE OF CHIEF INFORMATION OFFICER	<b>RELEASE DATE:</b>	Wednesday, September 23, 2009
<b>POSITION TITLE:</b>	Office of Technology Services, Deputy Director, Operations Division	<b>FINAL FILING DATE:</b>	Tuesday, October 6, 2009 <i>or until filled</i>
<b>CEA LEVEL:</b>	CEA 3	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 6,173.00 - \$ 9,476.00 / Month	<b>BULLETIN ID:</b>	09212009_5

### POSITION DESCRIPTION

Under the general direction of the Office of Technology Services Directorate, the CEA 3 Deputy Director oversees and ensures complete functionality of the Office of Technology Services (OTech) production environment, twenty-four (24) hours a day, seven (7) days a week. The Deputy Director shall be responsible for the oversight of the Service Support and Computer Operations Branches and the Service Desk Section. The general responsibilities include: strategic and operational planning (internally and externally), the development and implementation of high-level IT policies and procedures addressing production support of distributed computing and client services, such as client server operational support, systems administration, program security and recovery for 550 OTech customer agencies and departments on a statewide basis.

- Responsible for policies that have statewide and department impact associated with the day-to-day operations, including business resumption and recover programs, computer rooms facilities acquisition, planning and operations, 24x7 support services, mainframe computer operations, ITIL implementation, and MVS, Unix, and Windows Server support.
- Develops and implements high level policies that affect OTech, its customers and the citizens throughout California.
- Works closely with high level departmental management, Executive Staff, State CIO staff, Governor's Office staff, and Legislative staff to ensure that policies with statewide impact are workable for all parties involved.
- Serves as a member of the Executive Staff, participates directly in setting and implementing policies that affect OTech and its customers statewide and advises the Directorate and Executive Staff on all policy decisions affecting OTech.
- Participates with the Directorate and other Executive Staff members in carrying out the policies of the OTech and the State Of California.
- Confers with executives and management staff from both the private and public sectors, such as the Governor's Office, the State of California CIO, and customer departments' executive management to continually set performance standards and achieve accountability for products.
- Provides leadership and direction in the attainment of the Division's mission and goals.
- Provides executive oversight on the Division's personnel management and administrative responsibilities.
- Advises the

Executive Directorate and customers on OTech IT system solutions for customers' business needs.

- Forges strong partnerships with customers to understand their business objectives and the impact on the OTech IT infrastructure.

## **MINIMUM QUALIFICATIONS**

Applicants must meet the following minimum qualifications:

### **Either I**

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

### **Or II**

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

### **Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

### **Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

## **KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

## **DESIRABLE QUALIFICATION(S)**

1. Well developed interpersonal skills and the ability to communicate effectively both verbally and in writing.
2. Experience in obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent.
3. Knowledge of the structure, organization and function of a variety of technology disciplines as well as local, state and federal initiatives and programs.
4. Ability to anticipate and manage complex issues affecting many organizations, including the ability to develop policy and integrate all aspects of a strategy to assure resolutions of issues.
5. Proven track record of gaining the confidence and trust of individuals in key positions in the department's customer base.
6. Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.
7. Ability to develop/obtain consensus on policy direction that will ensure continuation of the development portion of projects and help ensure successful completion.

## **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Office of Technology Services, Deputy Director, Operations Division**, with the **OFFICE OF CHIEF INFORMATION OFFICER**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

This examination will consist of a review of the candidates' application and Statement of Qualifications by an executive screening committee, using predetermined evaluation criteria. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. In order to be successful in this examination a minimum rating of 70 percent must be attained. The results of this exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled.

## **FILING INSTRUCTIONS**

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than one page in length.
- Resumes do not take the place of the Statement of Qualifications.
- The "Statement of Qualifications" must include a brief description of one or two key accomplishments in the past 12 months.

### **Applications must be submitted by the final filing date to:**

OFFICE OF CHIEF INFORMATION OFFICER , Human Resources Branch / Selection Services  
Unit

P.O. Box 1810, Rancho Cordova, CA 95741

Tammy Ervin | (916) 464-0315 | [Tammy.Ervin@state.ca.gov](mailto:Tammy.Ervin@state.ca.gov)

## **ADDITIONAL INFORMATION**

Please see official Exam Bulletin posted at: [www.dts.ca.gov](http://www.dts.ca.gov)

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

## **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The OFFICE OF CHIEF INFORMATION OFFICER reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was

planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>